

DUTY STATEMENT

GS 907T (REV. 05/03)

SHADED AREA FOR HUMAN RESOURCES ONLY

INSTRUCTIONS: Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA- 2010-11

EFFECTIVE DATE:

CCFC 005

1. DGS OFFICE OR CLIENT AGENCY First 5 California aka Children and Families Commission		POSITION NUMBER (Agency - Unit - Class - Serial) 319-001-1379-900	
2. UNIT NAME AND CITY LOCATED Administrative Services Division - Sacramento		3. CLASS TITLE Office Assistant (Typing)	
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. to 5:00 p.m.		5. SPECIFIC LOCATION ASSIGNED TO 2389 Gateway Oaks Drive, Suite 260	
6. PROPOSED INCUMBENT (If known)		7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 319-001-1379-900	
<p>YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.</p>			
<p>8. BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS</p> <p>Under the direction of the Chief of Administrative Services Division (Staff Services Manager II), this position acts as receptionist and provides clerical support for management and staff at First 5 California.</p>			
9. Percentage of time performing duties	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>		
35%	<p>All duties are performed in accordance with First 5 California guidelines, Correspondence Guidelines, the State Administrative Manual, and the First 5 California Administrative Procedures Manual.</p> <p>ESSENTIAL FUNCTIONS</p> <p>Utilizing a multi-line telephone, act as First 5 California's receptionist to provide timely information on First 5 California activities.</p> <ul style="list-style-type: none"> • Screen, redirect, document, and respond to calls from state and local commissioners, other state or federal agencies, legislators, local agencies, state and local organizations and members of the public. • Direct complex and programmatic questions to appropriate staff. • Greet and assist visitors who come to the First 5 California office and direct them as necessary. • Process incoming and outgoing mail and packages. • Coordinate conference room schedules and notifications. • Act as first contact for security purposes. • Screen all incoming correspondence to determine appropriate routing; schedule and support meetings, workshops, conferences, and RFP meetings. • Coordinate front desk coverage for absences. 		
11. SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE			
SUPERVISOR'S NAME (Print)		SUPERVISOR'S SIGNATURE	
		DATE	
12. EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT			
<p>The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.</p>			
EMPLOYEE'S NAME (Print)		EMPLOYEE'S SIGNATURE	
		DATE	

9. Percentage of time performing duties	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)
35%	<p>In order to provide timely administrative typing support including all types of reports and correspondence to the Administrative Services Division (ASD), the incumbent performs the following:</p> <ul style="list-style-type: none"> • Type from handwritten notes, audio tapes, or typed drafts. • Type reports, letters, memos, and PowerPoint slides, e-mail correspondence and other documents using Word, Outlook, and Excel. • Perform data input for specialized programs within the Division. • Maintain and update front desk policies and procedures.
30%	<p>In order to provide general clerical support to all staff and programs the incumbent performs the following:</p> <ul style="list-style-type: none"> • Coordinate office supply and business card acquisitions. • Log-in general invoice information into database/spreadsheet for tracking and reporting purposes and generate invoice transmittal forms. • Establish and maintain program and contract files including resource files and manuals for efficient access. • Log checks received and route to appropriate staff. • Schedule messenger service to other state agencies and local offices as needed. • Perform copy work and duplication requests. • Act as Facility Maintenance Liaison between First 5 California and building management. • Arrange and track conference call activity and reconcile conference call billings. • Participate in and support First 5 California activities in furtherance of the First 5 California Strategic Plan. <p>KNOWLEDGE AND ABILITIES</p> <p><i>Knowledge of:</i> Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.</p> <p><i>Ability to:</i> Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.</p> <p>REQUIRED QUALIFICATIONS</p> <ul style="list-style-type: none"> • Demonstrate proficiency with Microsoft Word and Outlook. • Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. • Ability to effectively use office equipment, e.g., PC, duplicating equipment, fax machines, printers, and calculators.

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	<p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none">• Possess working knowledge of Microsoft Access, Excel and PowerPoint.• Possess education equivalent to completion of the twelfth grade.• Possess organization skills and ability to track assignments accurately.• Possess strong customer service skills.• Ability to interact effectively and professionally with the public and other employees. <p>SPECIAL PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none">• Demonstrate interest in assuming increasing responsibility.• Ability to follow direction and handle multiple tasks.• Ability to take initiative and work both independently and as a team member. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none">• Express ideas and information in written form clearly, succinctly, accurately, and in an organized manner; use English language conventions of spelling, punctuation, grammar, and sentence and paragraph structure; and tailor written communication to the intended purpose and audience.• Function effectively under demanding and competing deadlines.• Ability to occasionally bend, lift, and move file boxes, training materials, and other items weighing up to 35 pounds in connection with duties (e.g., boxes of mail, School Readiness application review processes, organizing/filing, etc.).• Ability and willingness to travel on occasion by car, bus, train or airplane.